

ShawPittman LLPA Limited Liability Partnership Including Professional Corporation**TO: Mike Heck**
ORGANIZATION: U.S. P.T.O.**DATE: July 30, 2003****FAX NUMBER: (703) 746-9419****PHONE NUMBER:****TOTAL PAGES (INCLUDING COVER): 4****FROM: Joanne Kim****PHONE NUMBER: (703) 770-7792****E-MAIL ADDRESS: joanne.kim@shawpittman.com****FAX NUMBER: (703) 770-7901****TEXT:**

U.S. Patent Application No. 09/577,658
Inventor: APRIL A. OWEN ET AL.
For: SYSTEM AND METHOD FOR MANAGING CUSTOMER
CONTACTS AND RELATED INFORMATION
Our Ref: BS99-199

As per our telephone conversation of this morning, copies of a transmittal letter indicating our correct address and the date-stamped receipt card for the above-identified application follows. If you have any questions, please do not hesitate to contact me.

J.H.K.**If you do not receive all pages, please call 202.663.8613****Fax Department Information****REQUEST TRANSMISSION BY: R. Shanks****CLIENT NUMBER: 22367.0089****TIME TRANSMITTED:****USER ID NUMBER: 5416**

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22367-0089

U.S. Patent Application Serial No. 09/577,658, Filed: May 25, 2000

By: APRIL A. OWEN ET AL.

For: SYSTEM AND METHOD FOR MANAGING CUSTOMER CONTACTS AND RELATED INFORMATION

- ☒ Checks in the amount of \$110.00 _____ or ☐ Authorization to charge Deposit Account No. 50-1390 _____
- ☒ Transmittal Letter
- ☐ Declaration and Power of Attorney
- ☒ Drawings - 6 sheets - 6 total figures
- ☐ Recordation Form Cover Sheet
- ☐ Assignment
- ☒ Combined Amendment & Petition for Extension of Time
- ☐ Information Disclosure Statement
- ☐ PTO-1449, _____ reference(s)
- ☐ Response to Notice to File Missing Parts
- ☐ Other:



Due Date: JULY 21, 2003

Dated July 21, 2003

Attorney Docket No.: BS99-199

BCM/dkp